

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Srinivasan et al.
Serial No.: 09/804,728 Examiner: Y. Retta
Filed: March 13, 2001 Group Art Unit: 3622
For: METHOD AND APPARATUS FOR INTERNET CUSTOMER
RETENTION

COMMISSIONER OF PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

This is a Request for Continued Examination (RCE) in the above-identified application.

1.

Extension of Time

- ☐ No extension of time is needed.
- ☒ Applicant requests an extension of time to respond to the outstanding Office Action. A Petition for an extension of time is enclosed.
- ☒ In the event that an extension of time is required, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition and fee for extension of time.

CERTIFICATE OF TRANSMITTAL

I hereby certify that this correspondence (along with any referred to as being attached or enclosed) is being transmitted by EFS-WEB to the Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 1450 on March 4, 2010.

Stanley D. Ference III
(Type or print name of person transmitting paper or fee)

(Signature of person transmitting paper or fee)

2. **Submission Required Under 37 CFR 1.114**

- ☐ Previously submitted
- ☐ Please enter the amendment(s)/reply under 37 CFR 1.116 previously filed on ____.
 - ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on ____.
 - ☐ Other ____.
- ☒ Enclosed
- ☒ Amendment/Reply
 - ☐ Affidavit(s)/Declaration(s)
 - ☐ Information Disclosure Statement (IDS)
 - ☐ Other ____.

3. **Miscellaneous**

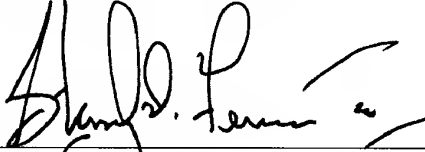
- ☐ Suspension of action on the above-identified application is requested under 37 CFR 1.103(c) for a period of ____ months.
- ☐ Other ____.

4. **Fees**

- ☐ Applicant encloses herewith a check for \$ ____ to cover the RCE fee.
- ☒ Applicant is paying the \$405 RCE fee required under 37 CFR 1.17(e) by credit card through the EFS-WEB system.
- ☒ The Commissioner is hereby authorized to charge payment of any additional filing fees associated with this communication or credit any overpayment our firm's **Deposit Account No. 50-5017**.

Respectfully submitted,

FERENCE & ASSOCIATES LLC

By 
Stanley D. Ference III
Reg. No. 33,879

Dated: March 4, 2010

Mailing Address:

Customer No. 35195
FERENCE & ASSOCIATES LLC
409 Broad Street
Pittsburgh, Pennsylvania 15143
(412) 741-8400
(412) 741-9292 - Facsimile